

Installation

of HP Web Jetadmin



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Overview

This technical brief will discuss the process of installing HP Web Jetadmin. Setup of HP Web Jetadmin is easier than ever with the inclusion of a Setup Wizard. Complete installation steps will be examined as well as migration issues that may be encountered when upgrading from previous versions of HP Web Jetadmin.

Pre-Installation

HP Web Jetadmin is a powerful network printer management, configuration, and installation tool. Every network is different, and proper implementation planning is essential prior to installation to ensure that HP Web Jetadmin is performing at the highest efficiency possible. Items to consider during implementation planning include:

- Number of HP Web Jetadmin server installations
- PC hardware for servers
- Number of client machines
- Number of printers
- Location of printers
- Network topology
- HP Web Jetadmin discovery techniques

These topics are discussed at greater length in the technical brief titled "Optimization of HP Web Jetadmin".

Installation

Installation of HP Web Jetadmin is a quick and easy task, with several options to consider during the process. A new Setup Wizard is also installed in HP Web Jetadmin that provides the option to setup crucial configuration items the very first time HP Web Jetadmin is launched.

Once the HP Web Jetadmin executable file is downloaded from the HP Web site, running this file starts the installation process. The installer will confirm that HP Web Jetadmin will be installed on the machine (see Figure 1).

Following the license agreement (see Figure 2), if the HP Web Jetadmin installer detects a previous version of HP Web Jetadmin is installed, it will offer the ability to upgrade the previous version or install a new copy (see Figure 3). An upgrade from an older version of HP Web Jetadmin to the latest version will preserve settings for discovery options, groups, maps, etc. This is important since the effort involved in creating these items may have been significant in the past. However, safety precautions can be made by backing up key files from the previous install before proceeding

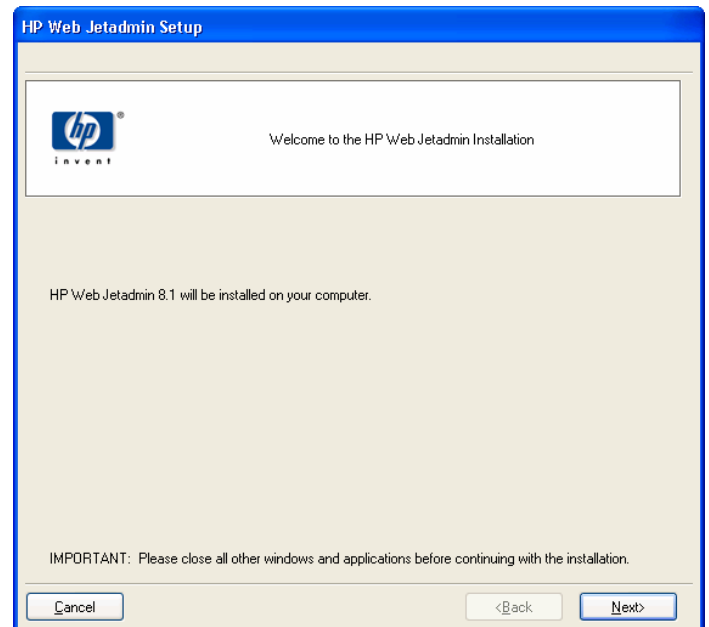


Figure 1 – HP Web Jetadmin Installation

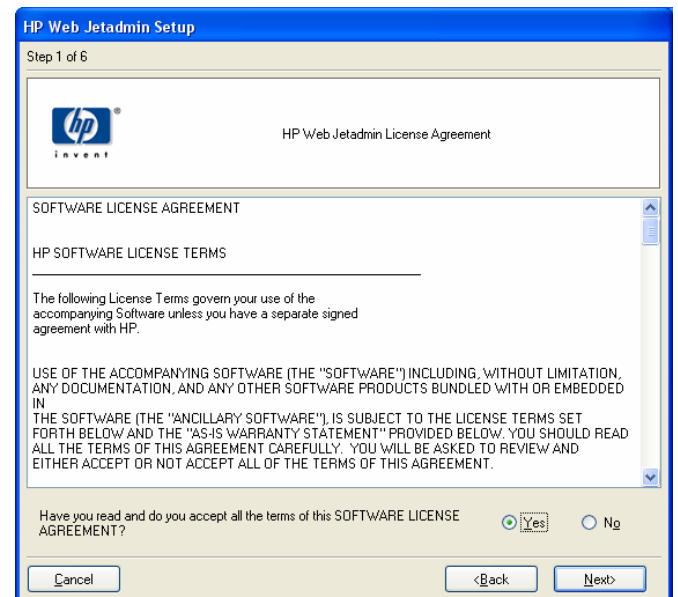


Figure 2 – License Agreement

with a new installation. The next section will discuss backup in more detail.

In fact, if *New Installation* is chosen as the install method, HP Web Jetadmin offers the ability to automatically backup all files from a previous installation during the installation of the new version. If this option is selected, the entire file structure from the previous HP Web Jetadmin version is copied to the following subdirectory:

```
\Program Files\HP Web
JetAdmin\safety.
```

The backup directory structure is not configurable.

Note: Previous settings are not copied over if *New Installation* is chosen. All previous settings will be lost, however, the backup option would preserve the files that contained those settings if restoration is required.

The HP Web Jetadmin installer will detect any of the following parameters from a previous installation or will allow for defining them on new installations (see Figure 3):

- Computer hostname
- Port number
- Installation directory
- Program group

Whether a new installation or an upgrade from a previous version, the HP Web Jetadmin installer will request that a password be set for any existing profiles whereby a password has not been previously set. This measure is taken for security reasons to deter unwanted access to the HP Web Jetadmin installation.

The HP Web Jetadmin installer will provide the opportunity to configure the computer hostname that will be used to access HP Web Jetadmin through the browser, port number, installation directory, and program group (see Figure 5). These settings will be confirmed on the next

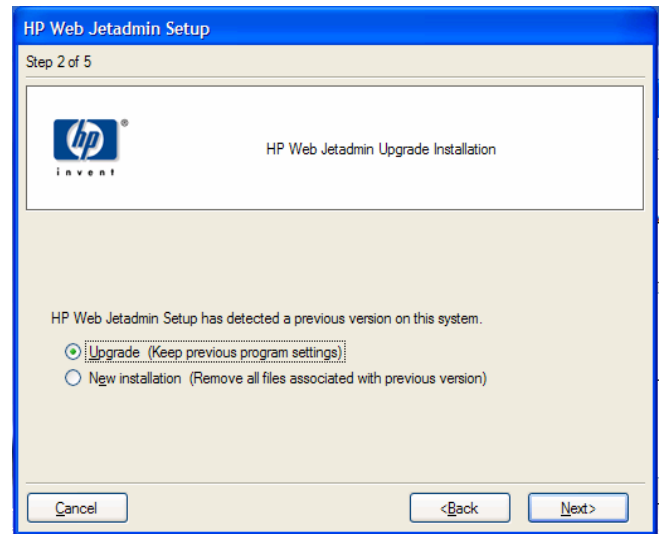


Figure 3 – Upgrade Options

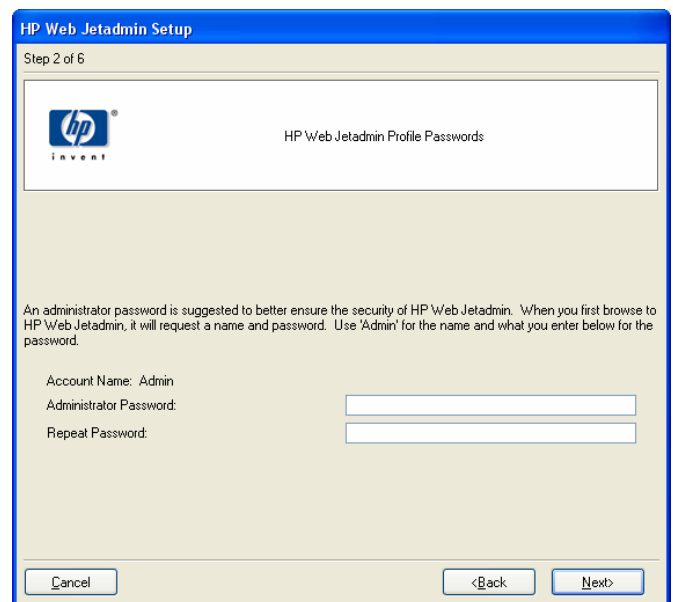


Figure 4 - Password

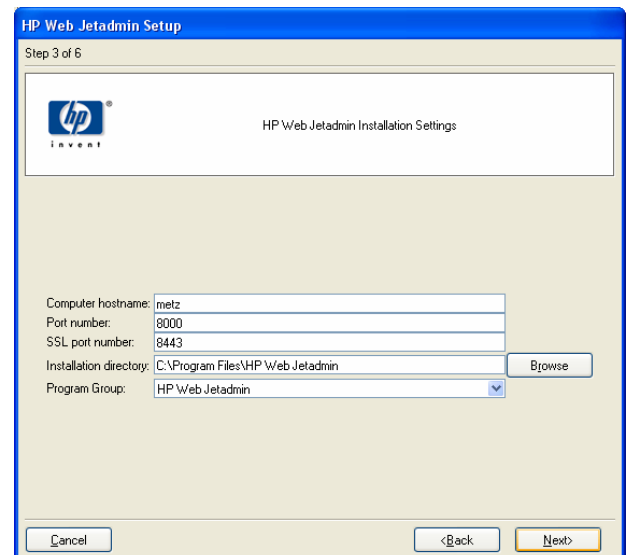


Figure 5 – Installation Settings

screen before installation begins (see Figure 6).

When the installation process begins to copy files, a progress bar will appear to indicate approximately how long the installation will take to complete (see Figure 7). Upgrades typically will take longer to complete than new installations due to the settings that must be copied from the old version to the new version.

If any existing device plug-ins or application plug-ins have been installed previously that are not included in the core version of the new HP Web Jetadmin, the installer will list the detected plug-ins and provide two options (see Figures 8 and 9):

- Remove conflicts then continue install – if Web access is not currently available, use this option to just remove the functioning components of the plug-ins in order to proceed. Any configuration data that was applied to the plug-in, such as collection settings and database settings for the Report Generation plug-in, will still be retained and restored when the new version of the plug-in is manually installed later.
- Update to resolve conflicts then continue install – if Web access is currently available, enter proxy credentials to have HP Web Jetadmin automatically search the Web for the new plug-in components and install them.

Once the installation is complete, a success screen will be posted to instruct users how to launch HP Web Jetadmin (see Figure 10). An opportunity is also provided to view the Readme file if desired for information pertaining to the new release such as new features, etc.

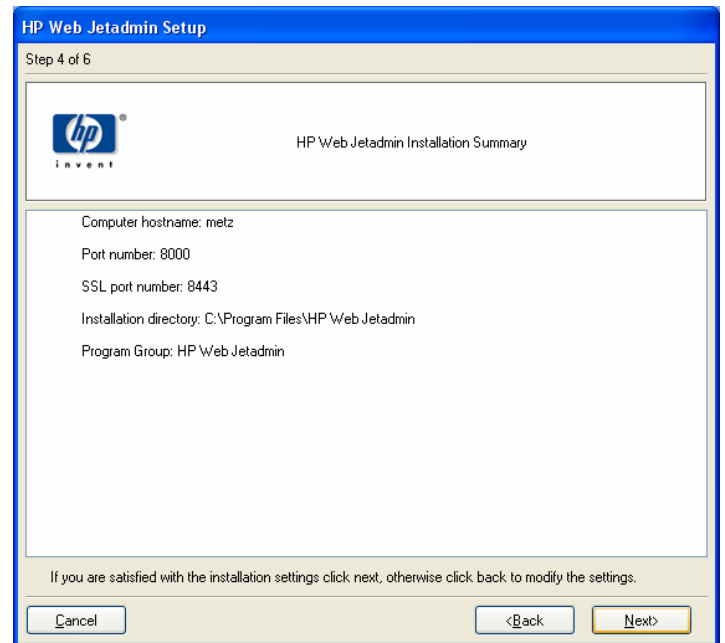


Figure 6 – Installation Settings Summary

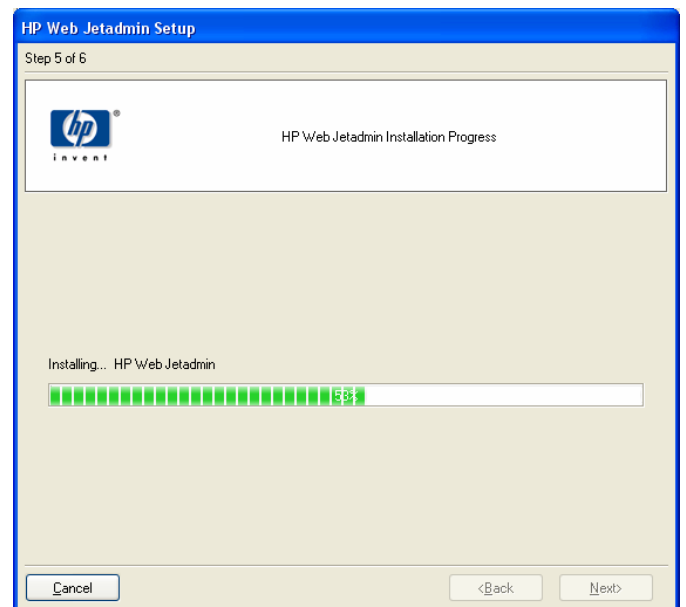


Figure 7 – Installation Progress

As indicated on screen, HP Web Jetadmin can be launched from a supported browser by entering the hostname or IP address of the machine followed by the port number. The typical default port number for web services is a value of 80. Since HP Web Jetadmin may be running alongside another web service on the same machine, HP Web Jetadmin uses a port number of 8000, which redirects to port 8443 with SSL enabled, which it is by default. If desired, the port 8000 can be changed to any desired value. No matter what the default port number, if SSL is enabled, a redirection will occur to port 8443 whenever the default port number is attempted.

Since SSL (Secure Sockets Layer) is enabled by default to provide encryption when sending data over HTTP, a *Security Alert* window will appear the first time HP Web Jetadmin is launched to warn about the certificate in use (see Figure 11).

Additionally, since the SUN JRE (Java Runtime Environment) is required to browse HP Web Jetadmin, another Security Warning window will appear the first time HP Web Jetadmin is launched to warn that the SUN Java files that will be loaded are not well known and asks if they are to be trusted (see Figure 12).

Log File

The HP Web Jetadmin installer writes the details of an installation to a log file (*wjainstall.log*) for troubleshooting purposes.

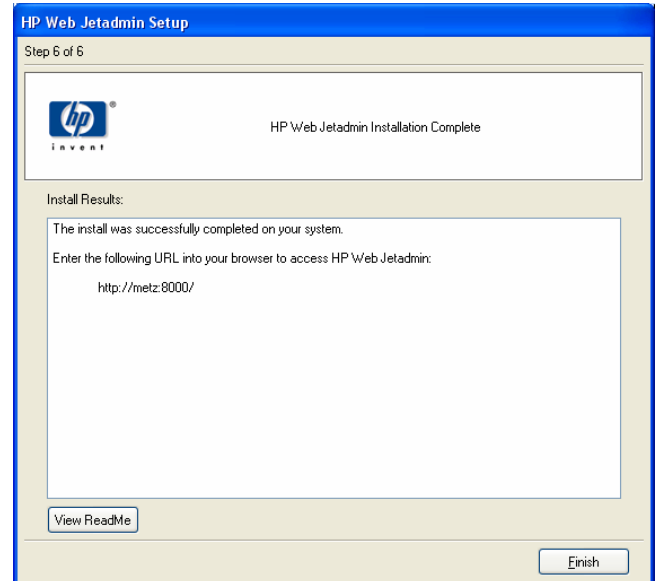


Figure 10 – Installation Completion



Figure 11 – Security Alert

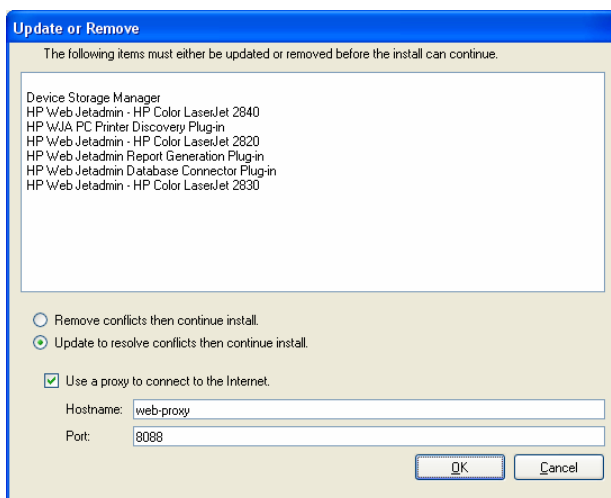


Figure 8 – Existing Plug-ins

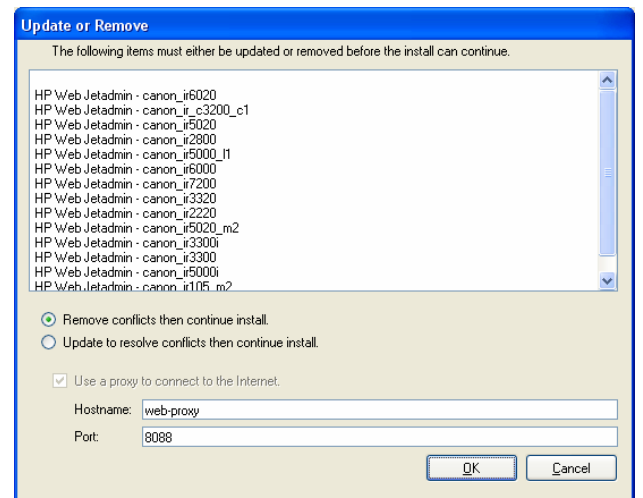


Figure 9 – Third Party Device Plug-ins

The log file is typically written to the \Program Files\HP Web Jetadmin subdirectory. However, if the install fails, the file may be located in the temp directory.

Another log file (hpjfpn.log), found under the Windows subdirectory, contains additional troubleshooting clues if need be. It tracks all commands carried out by the HP Web Jetadmin package manager.

Command Line Install

The HP Web Jetadmin installer also offers the ability to perform a command line installation. Type "Setup -h" from the \Program Files\HP Web Jetadmin subdirectory for more details.

Command line installations offer the ability to perform a silent installation whereby no user intervention is required.

The following options are available for command line installation:

General options

- h: Displays the usage description.
- NONE: New install with a GUI interface.
- r: GUI uninstall

Silent Install/Uninstall

- s: New install with a no interface. Fail on conflicts.
- s -r: Silent standard uninstall.
- s -r all: Silent complete uninstall. Fail on conflicts.

Silent Install Only

- d <dir>: Sets the install directory to <dir>.
- m <name>: Sets the hostname to <name> if <name> is valid.
- p <num>: Sets the port number to <num> if <num> is valid.
- n: Sets a silent upgrade to use new settings.
- f: Sets an upgrade or uninstall to forcefully resolve conflicts.

Text Install/Uninstall

- t: New install with a text interface.
- t -r: Text uninstall.

Bundle Only Install

- b: bundle only silent install.

Linux Upgrade Only

- u <dir>: Upgrade install. Previous install directory required.

All new installs attempt to discover previous installs. If a previous install is found, the upgrade option is offered.

A password must be supplied in order for silent installation to succeed. Use either of the following switches to either set a password or leave it blank"

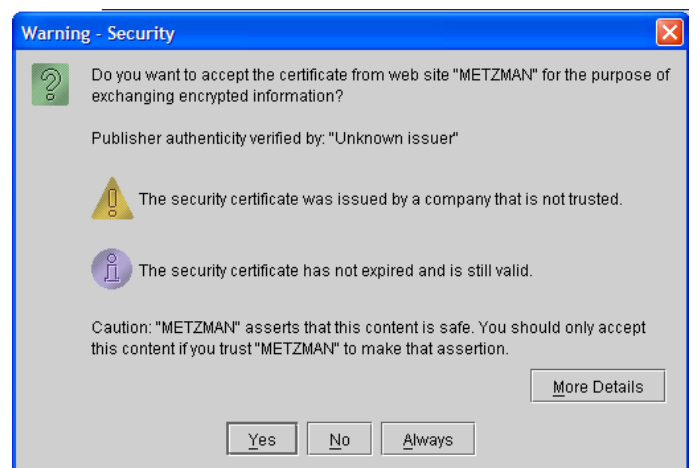


Figure 12 – Security Warning

```
-s -admin "password"
-s -blank
```

Other reasons the silent or command line install fails may be due to unresolved registry entries from a previous installation not uninstalling successfully. Check the hpjipm.log file under c:\windows, it may indicate an error looking at registry entries. Also, the log file under c:\documents and settings\administrator\local settings\temp\wjininstall.log, may indicate that a previous uninstall required a reboot. Once a reboot is performed, the silent install may now succeed.

If using the command-line option 'setup -s -r all' fails to uninstall, try 'setup -s -f -r all' to perform a complete uninstall via the command-line option. The "-f" option will forcibly resolve any conflicts that may be occurring trying to remove plug-in modules.

Setup Wizard

The first time HP Web Jetadmin is launched after installation, a Setup Wizard is offered to assist in configuring HP Web Jetadmin properly to execute certain features such as alerts, profiles, etc.

The first screen in the Setup Wizard offers the choice to enable or disable particular topics offered by the Setup Wizard. It also provides the option to hide the page from appearing during future accesses of HP Web Jetadmin.

The Setup Wizard can be made to reappear by editing the framework.ini file located under the following subdirectory:

```
\Program Files\HP Web
Jetadmin\doc\plugins\framework
```

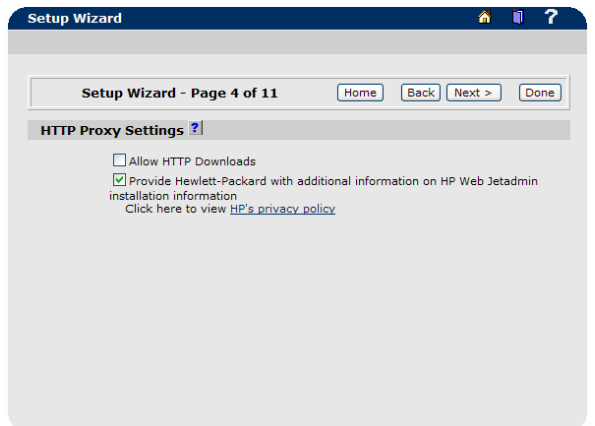
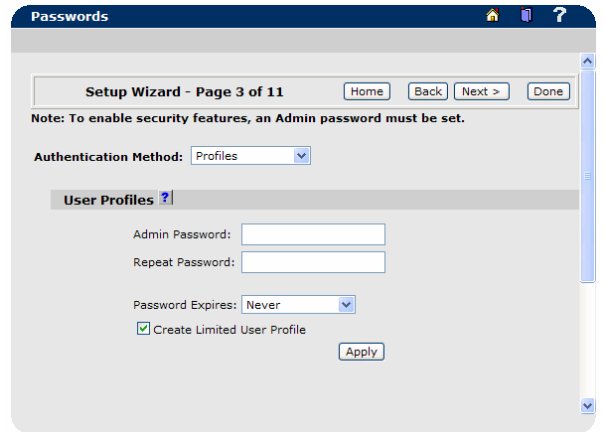
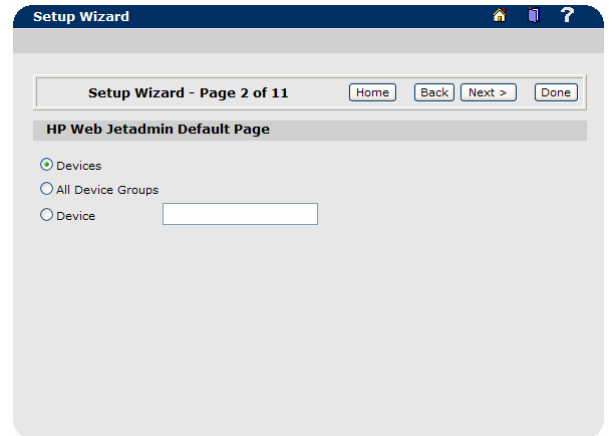
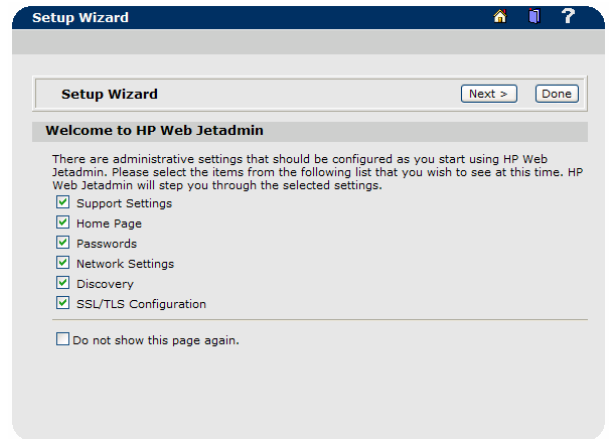
Delete the line

```
ignoresetup=true
```

from the framework.ini file.

The Setup Wizard allows for customization of the appearance of HP Web Jetadmin, such as the ability to define what type of page appears by default when browsing to HP Web Jetadmin.

Security options are offered such as defining the Administrator password and configuring ranges



of IP address to be allowed or denied access to HP Web Jetamin.

Proxy settings can be defined to allow HP Web Jetadmin the ability to download files from the Web on-the-fly, such as firmware upgrades and device plug-ins.

In order for HP Web Jetadmin to send alert e-mail messages when events occur on devices, an SMTP mail server must be configured. The Setup Wizard provides the ability to define the SMTP server settings.

HP Web Jetadmin offers a multitude of discovery options from which to choose to ensure an accurate and thorough list of devices is available for managing. These options can be enabled during the Setup Wizard as well.

Uninstallation

Selecting the "UNINSTALL HP Web Jetadmin" item from the Start Menu will remove HP Web Jetadmin from a particular machine. Two choices for uninstallation are available:

- Standard
- Complete

For the Standard option, some key components will remain in case the intent was to re-install HP Web Jetadmin. Items that remain include user defined groups, maps, etc.

The Complete option will completely remove all files, services, and registry entries related to HP Web Jetadmin. In case manual removal is required or desired, the following subdirectories, and files contained within can be deleted to completely remove HP Web Jetadmin:

- *\Program Files\HP Web Jetadmin*
- *\Program Files\HP Remote Discovery Agent*
- *\Program Files\HP Web Print Server Manager*

Registry entries to remove include:

- HKEY_LOCAL_MACHINE\Software\Hewlett-Packard\HP Web Jetadmin
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\HPWebPSManager
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\HPRemDiscAgent
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\HPWebPkgMgr

Linux does not build program links on the Linux desktop or in the Linux program menu. Therefore, there is no uninstall option in the program menu for Web Jetadmin installed in Linux as there is in Windows.

To uninstall HP Web Jetadmin from a Linux machine, use the command:

```
/opt/hpwebjet/setup -r
```

at the Linux command prompt to uninstall Web Jetadmin for Linux.

Summary

Proper planning can be a critical component of installing a printer management tool such as HP Web Jetadmin. There are many installation issues to consider, including the number of HP Web Jetadmin servers. It is important to understand what happens when migrating from older versions of HP Web Jetadmin to newer versions. Proper techniques for backing up HP Web Jetadmin are equally important to prepare for any unforeseen circumstances. Finally, for cases where the desire is to completely remove HP Web Jetadmin, detailed instructions have been included in this technical brief.

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